

OCT 2013 VOL 3

NHCL

Naval Hospital Camp Lejeune

Scuttlebutt



New Chiefs Pinned

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Until We Can Manage Time, We Can Manage Nothing Else

By Senior Chief Hospital Corpsman William Stewart

There is a perception in the fleet, at least among the operating forces of our “greenside” brethren, that hospitals have too many layers of bureaucracy to navigate effectively to get the job done. Working at a Battalion Aid Station in a forward environment presents some unique challenges that are taxing mentally and physically, but nothing can drain the morale faster than the prospect of the administrative mountain that is “shore duty.”

Then last month the Navy launched the CNO’s Reduce Administrative Distractions (RAD) Team web-site. Apparently it isn’t just Chiefs sitting on shore duty after a tour in a combat zone that feel too much time is wasted behind a computer. For Admiral Greenert, whose number one tenet is “WARFIGHTING FIRST,” the message received is loud and clear: too much time is spent shuffling papers and not out on the deckplates!

One of the foremost philosophers in management is Peter Drucker, who wrote books on the subject and developed the “management by objectives” concept. In his book “The Effective Executive,” Drucker wrote that the first and foremost trait for an effective executive is to “know where their time goes.” He goes on to say that time is the limiting factor, is the scarcest resource, and that the difference between time-use and time-waste is “effectiveness and results.” To further hammer home the point he states that one has to “find the nonproductive, time-wasting activities and get rid of them if one possibly can.”

As a Chief who never seems to have enough “time,” I

jumped head-first into the RAD concept. I was excited about the prospect of eliminating time-wasting activities and getting on the ground floor of change. Having served with Marines who pride themselves on being “expeditionary,” I found myself impressed that they were way ahead of the Navy in terms of efficiency. Two major areas of concern were the performance evaluation and Navy awards programs.

In a 21st Century world that attempts to maximize the use of technology, the Navy is still using an outdated program for performance evaluations and fitness reports that relies on paper and snail mail.

For anyone in management that has had to use NAVFIT and dealt with red ink and re-writes and more red ink, I know you feel my pain! The Marine Corps uses the Automated Performance Evaluation System, which is a web-based program found via Marine On-Line. It is completely electronic and interfaces with other Marine Corps data systems to ensure the maximum administrative accuracy. Imagine never having to mail an eval or fitrep to PERS ever again!

The same is true for awards, which the Marine Corps also does electronically through the Improved Awards Processing System. Awards are submitted on line, are boarded and voted on virtually, with comments made and visible to the awarding authority. No paper is used until the certificate is printed for presentation at the awards ceremony!

Just think about how effective we could all be as managers and leaders if we could eliminate some of the time spent on all of the administrative requirements we have. I may actually get to walk the deckplates to mentor and train my Sailors, or perhaps I could challenge a new system and become more effective. Now about that DMHRSi...

Chaps gets Award



Chaplain Lt. Cmdr. Paul Rumery was recognized at the 2013 American Baptist Churches, USA Biennial Mission Summit, which took place at the Overland Park Convention Center in Kansas City, Kansas, June 21-23. The award recognizes the achievements, hard work, and dedication in various areas including education, training or research with clergy and helping professionals among other criteria. “This honor from my denomination and peers is a humbling experience and one that I will cherish in my career.” Rumery said, “I truly am a blessed man.”

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n.

1. *Slang for spoken communication; through the grapevine*
2. *Nautical*
 - a. A drinking fountain on a ship; gathering place
 - b. A forum for NHCL staff and beneficiaries to get ‘insider info’

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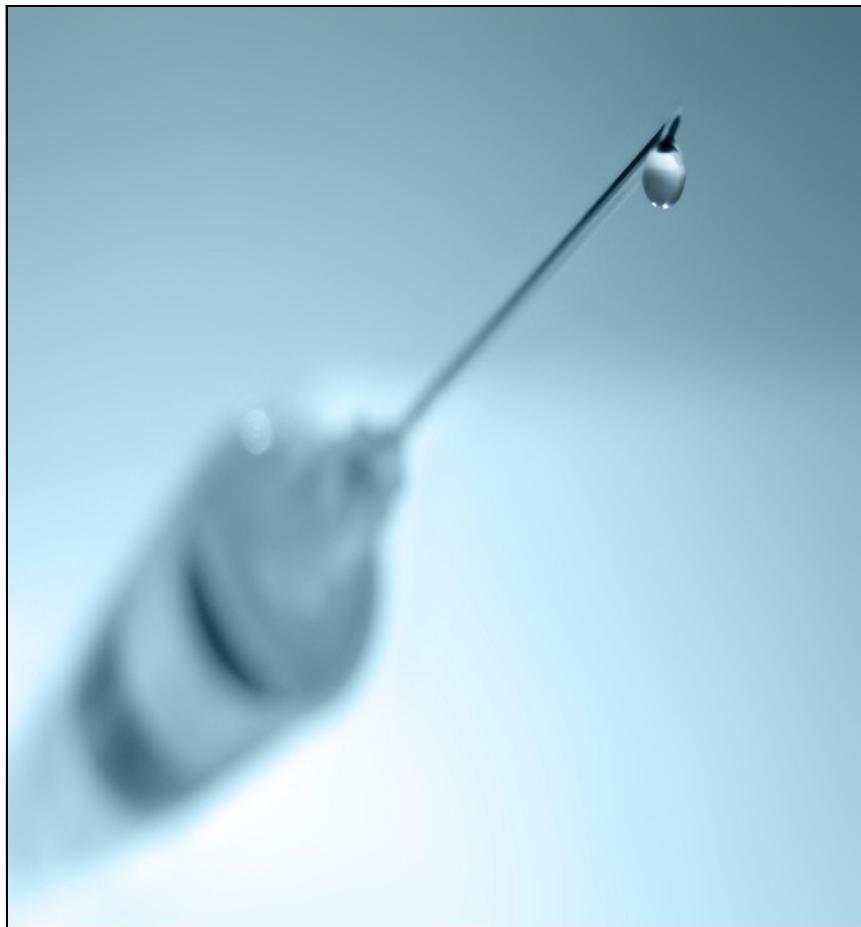
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NHCL Takes a Shot at Flu Season

By Lt. Cmdr. Crystal Dailey
Preventative Health



Naval Hospital Camp Lejeune (NHCL) kicked off the 2013-2014 Seasonal Influenza (flu) Vaccination Campaign Thursday, Sept. 5, with anticipation to achieve 100 percent Navy and Marine Corps force readiness aboard Marine Corps Base Camp Lejeune.

According to information released in NAVADMIN 194/13, over 25 million reported cases of influenza happen in the United States each year. This includes about 150,000 hospitalizations and 24,000 deaths.

Navy and Marine Corps policymakers set aggressive 2013 – 2014 Influenza campaign vaccination and reporting policies. The policies outline groups who are required and recommended to receive the vaccine as well as the expectations for compliance. The most notable policy standard is the requirement for commands to administer the vaccine to 90 percent of active duty and reserve Sailors and Marines by Dec. 16 of this year, and provide 100 percent accessibility to the vaccine by Navy and Marine Corps family members, TRICARE beneficiaries and DoD civilians.

"We have received all of our pediatric vaccine early this year, and are beginning to receive our adult vaccine in weekly shipments. As soon as vaccine arrives, we will make it available to active duty and reserve component Sailors and Marines stationed at the

base and air station as well as all other beneficiaries simultaneously," stated NHCL's Director of Public Health Glenee Smith. "Today,

NHCL officially kicked off the Influenza campaign by having the vaccine administered to the commanding officer of the Naval Hospital. Now through Sept. 20, hospital staff, and medically high-risk beneficiaries will be vaccinated as Navy and Marine Corps policies prioritize."

Smith continued to explain how NHCL planned a carefully coordinated vaccination campaign that will ensure 100 percent accessibility to the vaccine. The campaign incorporates several Influenza Vaccination Events that bring the vaccine to locations convenient to the military community. Locations include 10 days at the Marine Corps Exchange, all base DoDEA schools, Town Hall meetings, and an upcoming military retiree appreciation day at the Naval Hospital.

"At each event, health care personnel will be on-site to screen individuals and ensure no health conditions exist that may cause complications after receiving the vaccination," said Lt. Cmdr. Crystal Dailey, Head of NHCL's Preventive Medicine Department. "We have also made health care personnel available to administer the vaccine and to monitor the individual after receiving the vaccine."

NHCL preventive health experts agree that receiving the flu vaccine is the most important way for an individual to reduce his or her risk of flu and its spread of infection to others. But since receiving

the vaccine is ultimately up to the individual, NHCL staff at the Immunization Clinic and within the Directorate of Public Health has taken proactive steps throughout the year to educate beneficiaries on the importance of receiving the vaccine and the potential adverse health effects the flu can cause on an individual.

"It is crucial to understand that although research suggests flu season begins in October, individuals can contract the flu at any time," said Dailey. "For every death, flu sickens three times as many individuals, and can easily be prevented by education and vaccination."

Smith and Dailey praised the team effort to provide literature, educational seminars, vaccination campaign materials, a vaccination information hotline and information to beneficiaries via social media outlets, to ensure that not only is the hospital within policy compliance, but more importantly, that the local military community stays healthy.

"Not only do we protect ourselves from getting the flu when we get the vaccine, we are protecting our community," stated Dailey. "And for those of us in the military, we are ensuring our ability to achieve our mission at hand."

Welcome to

By Mass Communication Specialist 2nd Class A.J. Jones
NHCL Public Affairs

Twenty-six Sailors advanced to the rank of Chief Petty Officer (CPO) during a ceremony at Marine Corps Base Camp Lejeune's base theater, Sept. 13. Eleven of those Sailors are assigned to Naval Hospital Camp Lejeune (NHCL). This year, with 11 selectees, NHCL had the highest percentage of chief selects at one command, higher than any other in Navy Medicine. A testament to the caliber of petty officers at the Naval Hospital.

The ceremony followed an intense six-week training period known as CPO 365 Phase II, which began Aug. 1, the day CPO advancement results were released. CPO 365 Phase I trains first class petty officers year-round.

Throughout the training, senior leaders introduced the CPO selectees to a set of challenges that were designed to strengthen their leadership and mentoring abilities.

"This year we did scenario based training," said Senior Chief Hospital Corpsman William Stewart, one of the CPOs entrusted with training the new CPOs. "We tried to tailor the Phase II training to real world scenarios that the CPO selectees may face as new Chiefs."

The pinning ceremony began with soon-to-be CPOs marching from the rear of the auditorium to the stage singing "Anchors Aweigh," showing Navy pride and unity that comes with the title and rank of CPO.

The CPO selectees were called to the front of the stage at the theater in groups of five when it was time to pin anchors onto the collars of their new khaki uniforms. The chiefs were pinned by family members and spouses. The new chiefs were then capped with their new khaki combination covers by their mentors. Finally each new chief was piped aboard and made their way down a red carpet on the stage with a few of the more seasoned chiefs acting as sideboys, marking the next milestone in their careers.

"It's great to be here," said Chief Religious Programs Zachary MacDonald, one of the new CPOs, gesturing toward the shiny new anchors on his collar. "I hope every Sailor can reach this goal in their career."

Toward the conclusion of the ceremony, Master Chief Hospital Corpsman Joseph Burds read the Chief Petty Officer's Creed. Then, each newly pinned CPO was congratulated by fellow CPOs and guests at the ceremony. As each new chief was congratulated, it became clear that the transition was complete.



o the Mess



Congratulations to Our New Chiefs



**Chief Hospital Corpsman Thomas Buchanan
Chief Hospital Corpsman Rene Baptiste
Chief Hospital Corpsman Gerald Brant
Chief Hospital Corpsman Jamie Davis
Chief Hospital Corpsman Jazmin Davis
Chief Hospital Corpsman Kelton Mathis
Chief Hospital Corpsman Patrick McElhinney
Chief Hospital Corpsman Brian Motley
Chief Hospital Corpsman Jeremy Wagoner
Chief Gunner's Mate Brian Duncan
Chief Religious Program Specialist Zachary McDonald**

HOSPITAL ROUNDS

TRICARE Online has improved! Did you know you can now quickly and easily request prescription refills using TRICARE Online Blue Button Medications profile? This capability is extremely helpful because it eliminates the need to search for prescription bottles or calling the pharmacy to request the prescription information.

To view prescription number(s) and/or other medication data, patients should:

- Log in to TOL at www.tricareonline.com
- Click on the Blue Button icon or hyperlink
- Review data located in the "Medications" profile; the prescription number(s) will appear in the "Rx Number" column

To request prescription refills, via the Blue Button Medications profile, patients should:

- Click the "Refill" checkbox located to the left of the "Rx Number" of all medications available for refill at the beneficiary's military hospital or clinic
- Click "Refill checked prescriptions" hyperlink located at bottom center of Medications profile
- Review auto populated Rx numbers to ensure all requested refills have auto populated correctly
- Choose a desired military hospital or clinic pharmacy location from the "Select a Pharmacy" drop down menu
- Click "Submit" button

It's that easy! The patient can go to his or her military hospital or clinic pharmacy to pick up requested prescriptions.



Mike's Farm Hay Ride to the Pumpkin Patch

Hosted by the Naval Hospital FRG

October 19, 2013 at 10:00am

1600 Haw Branch Rd
Beulaville, NC 28518
910-324-3422

Cost for hay ride is \$3.00 per person for ages 3 and up.
2 and under are free.

Price of pumpkin is determined by weight.
Members of deployed sailors stationed at the Naval Hospital will be sponsored by the FRG.

If you have any questions please contact us at: frgnhcl@gmail.com

Join the Conversation!



Ask a question. Leave a comment.

Tell us a suggestion!

Read the latest about NHCL!

If you're not online, you're out!

www.facebook.com/nhclejeune

Flu Shots

Naval Hospital Camp Lefeuene will be administering flu vaccines beginning September 30 through October 11 at the Main Exchange.

Hours of Availability are 10 a.m. to 6 p.m. daily, including weekends.

All non-active duty beneficiaries and DoD civilians must present a valid ID/CAC card to receive a flu vaccination.
For more information contact the Immunization Hotline at (910) 450-4648 Option 1

Patients Seen in Sept. — 45,450

In Sept. 91.6 percent of patients kept their appointments. Help us reach 100 percent by keeping scheduled appointments or by canceling in enough time for someone else to use the slot.

To schedule or cancel an appointment call – (910) 450-HELP (4357)

You can also cancel appointments via TRICARE Online (TOL) – www.tricareonline.com

Chef Bill Barum Visits NHCL

By Karem Alvarez
Red Cross Volunteer



Photo by Hospitalman Brett Berry

Healthy eating habits are significant for the prevention and maintenance of chronic diseases. Food has the potential to be turned into medicine with a wide array of flavors and endless options. Naval Hospital Camp Lejeune (NHCL) is committed to providing its community with valuable nutrition information by inviting Chef Bill Barum in for an educational and nutritional culinary experience.

Enhancing nutrition and healthy eating events aboard NHCL are periodically coordinated in

response to the Healthy Base Initiative project launched earlier this year at 14 military locations. Chef Bill's experience in nutrition endorses the NHCL effort to build an educational curriculum to encourage the staff and military community to consider healthy food as the first available disease prevention method. Chef Bill came to NHCL September 9 to September 13, providing a program that included cooking demonstrations of meals in under 30 minutes using a single pan, nutrition lectures about food as medicine, and hands on training, including knife and carving skills, high quality valued protein pancakes, pizza variations and other sessions. Each session provided guests with a different perspective on adopting healthier eating habits as an approach to achieve and maintain overall health.

The Healthy Base Initiative was created to encourage a healthy and fit alternative to minimize increasing obesity and tobacco use rates and promote health among the military community across the Department of Defense (DoD). Military installations are eager to offer both military and civilian communities programs that encourage good nutrition and active lifestyles promoting a fit force that is tobacco free. The initiative is part of Operation Live Well, a DoD program that supports the National Prevention Strategy of improving Americans' health and well being through a prevention-oriented approach.

During his visit, Chef Bill noted the potential of improvement of what NHCL's galley offers daily to all patrons and patients. Lt. Cmdr. Tamara L. Koch, Department Head and registered dieti-

tian for the Nutrition Department is in the process of revamping the current menu to make multiple improvements to offer more variety of healthy options. "Chef Bill made several recommendations on how we can improve the foods and beverages offered here", said Lt. Cmdr. Koch, who coordinated the event. "One recommendation was to remove all deep fat fryers and take off all fried foods from the menu, (e.g. fried chicken/fish, French fries, onion rings) and bake the items using pectin which is a fruit protein instead of frying in oil", she added. Chef Bill agreed to review the current 21-day cycle menu and give more suggestions on how to offer healthier options and healthier cooking methods.

Soda products (diet and regular) are also among the items that Chef Bill proposed to replace with flavored and vitamin added waters. He (Chef Bill) recommended making the total change and not providing healthy and non-healthy options for better compliance. Patrons would either choose healthy or bring personal foods in or eat somewhere else. This recommendation was implemented at the Cleveland Clinic by Chef Bill which he stated "There was initial resistance but in the long run overall acceptance occurred."

Even pancakes, a food staple in Americans breakfast menu, can be prepared using healthier ingredients such as cottage cheese to provide a high quality protein source. Also to enhance the flavor of foods, Chef Bill explained how to flavor foods by roasting fresh herbs and spices instead of using salt.

Healthy food is like medicine, when used as "directed" it could help to achieve lifetime well being. With just a little creativity, a healthy meal can appeal your appetite without sacrificing flavor.

In the wake of Chef Bill's visit, the Nutrition Management Department is implementing a few changes, including a decrease in fried foods that are now prepared by baking. Some of these items include chicken nuggets, French fries, onion rings and fish fillets. The Nutrition Management Department is also in the process of contacting primary vendors to see if they carry pectin; a fruit based protein used to bake foods instead of frying them while having the crispy mouth feel without all the fat.

The Nutrition Management Department is also using more fresh herbs and spices instead of powdered products, using frozen vegetables instead of canned while awaiting approval to hopefully purchase fresh produce from local farmers in the area. The galley staff has implemented cutting the rinds off of melons we serve to decrease potential contamination from bacteria, and galley chefs are diligently practicing various garnishing styles that Chef Bill shared, offering a more visually pleasing cuisine.

"Chef Bill came to us with a wealth of knowledge and experience. Having him here for only a week just wasn't long enough. We hope to continue to grow and develop from his insight and recommendations," said Lt. Cmdr. Koch.

Are We There Yet?

By Calvin Leatherwood
CPI Manager



Are We There Yet?

This question is in the minds of our executive leadership, medical care teams, service support members and the list goes on.

“There,” in this instance, isn’t a place or destination, but a mindset, a cultural transformation

of an organization moving from reactive to proactive, good enough to exceptional, and from quantity to quality. It is a unified and focused pursuit to improve ourselves and processes. Our goal is to better deliver quality driven healthcare and support to our patients, as well as our staff. It is the belief that we all want to do our best, be our best and feel empowered to accomplish the same.

The tools for process, change and continuous improvement are available. Eight trained performance improvement practitioners, located throughout the command, are ready to assist and partner with both leadership and staff to realize whatever goals you may have.

The Quality Management department is excited to introduce the performance improvement library “Lean Pursuit”. It is located on

the command intranet under the Quality Management tab, and is designed to be a catalog of successes in process improvement (PI). “Lean Pursuits” is a collection of lessons learned and best practices highlighting processes identified, rectified and stabilized by many of you. You will be able to find such successes as laboratory reorganization, third party collections, the civilian sponsorship program, and enhanced supply receiving and acceptance procedures.

These initiatives as well as many future selections will be posted on the Quality Wall located adjacent to our department.

We are currently working towards several new initiatives, including the implementation of the Continuous Survey Readiness Group (CSRG), a compilation of subject matter experts for all survey-able areas. The CSRG’s purpose is to maintain continuous vigilance for standard excellence.

We are looking forward to Quality Week. Quality Week will be conducted the first of January 2014 and will include culminating events with the PI Expo, acknowledging and rewarding five member teams with 1st, 2nd, and 3rd place recognition. Recognized teams will receive a 96 hour or 72 hour liberty, as well time off awards for civilians. So, to answer my first question...we’re not there yet, but we are moving in the right direction and that should honor you. The Quality Management staff stands ready to assist.



Keeping A Check on Mental Health

By April Storey
Health Promotion and Wellness Department

Living in a society preoccupied by physical appearance, we are programmed to be conscious about our outward appearance. While physical health is important, it is also important to be conscious of your mental health which is not as easy to diagnose. According to the Centers for Disease Control and Prevention, CDC, about 25% of US adults have a mental illness (2011). Because service members experience events that most civilians do not; like deployments, mobilizations, and high stress or pain situations you need to be even more aware of the state of your mental health. It is important to recognize symptoms of mental health concerns like depression and post traumatic stress disorder, PTSD, and know how to get the appropriate help.

Depression is the most common type of mental illness stated by the National Institute of Mental Health (NIMH), and can occur in people with or without a family history (NIH, 2011). Depression is characterized by symptoms including persistent sad, hopeless, guilt feelings, disinterest in daily activities or socializing, fatigue or insomnia, and thoughts of suicide. Feelings of sadness are normal if they are short lived, but depression usually persists and interferes with daily life. Depression should be taken seriously because the rates for both intentional and unintentional injuries are 2

to 6 times higher among people with mental illness (NIH, 2011). Seek help for yourself by consciously making efforts to be active, social, and positive and consult a health specialist about therapy or medication. To help someone with depression be understanding and patient, encourage positive behaviors, and suggest they seek help. If you or someone you know is experiencing suicidal thoughts get help immediately and call 911.

PTSD is an anxiety disorder experienced after a traumatic event and affects 7.7 million people; of those people, 11-20% of all Iraq and Afghanistan veterans, 30% of all Vietnam veterans, and 37% of World War II soldiers who saw direct combat suffered from PTSD (SMH, 2013). To determine if you or a loved one is suffering from PTSD it is important to recognize these three types of symptoms: Reliving the event through unwanted memories, nightmares, or flashbacks, avoiding situations that remind you of the event, and feeling keyed up, hyperarousal, which makes you startle easy, not able to concentrate, and always on edge (VA, 2013). Seeking treatment for PTSD is important to have a healthy life and healthy relationships. If you are unsure whether or not you are experiencing symptoms of depression, PTSD, or any other mental health concern it is always best to contact your health care provider. For more health information, contact Naval Hospital Health Promotion at 910-451-3712.